

# Kicking off the conversation: why menopause matters in Facilities Management

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[Premier Technical Services Group Ltd \(PTSG\)](#) is bringing menopause awareness to the forefront of workplace wellbeing initiatives in the FM sector. We explore why this conversation matters for businesses across the industry, following the success of their first PTSG People event.

## A hidden challenge in the workplace

For decades, a significant health issue affecting approximately half of the workforce has remained largely unaddressed in professional settings. Menopause – the natural biological process marking the end of menstrual cycles – while typically affecting women in their 40s and 50s, can in fact impact women at any age. Early or premature menopause can occur due to medical conditions, treatments, or surgery, making this an issue that spans across different age groups in the workplace.

Research indicates menopause symptoms affect around 75-80% of women, with 25% experiencing severe symptoms that can significantly impact their work performance and quality of life. These symptoms can include difficulty concentrating, memory problems, fatigue from disrupted sleep, anxiety and mood changes – all of which can affect workplace performance without appropriate support and understanding.

## The business case for menopause support

The economic impact of menopause in the workplace is substantial. A 2019 study by the Chartered Institute of Personnel and Development (CIPD) found that 59% of women experiencing menopausal symptoms said it had a negative impact on their work, with many reducing their hours, declining

promotion opportunities, or leaving employment altogether.

For the facilities management sector – already facing recruitment challenges and skills shortages – retaining experienced mid-career women is essential. Yet without proper awareness and support, businesses risk losing valuable talent and expertise precisely when these professionals have the most to contribute.

#### PTSG's proactive approach: kicking off the conversation

Premier Technical Services Group Ltd (PTSG) is working to change the conversation around menopause in the FM industry. Following a successful Women in FM event in March, in partnership with Sodexo, FM Connect and FM Business Daily, PTSG successfully launched its inaugural "PTSG People" event, with approximately 45 attendees engaging in open conversations about menopause in the workplace.

The groundbreaking session, held at PTSG's Castleford HQ on May 21st, brought together 30 in-person participants with another 15 joining virtually. What was particularly refreshing about the event was the diverse audience it attracted. Participants represented a mix of genders, ages and areas from across the business – underscoring the message that menopause awareness benefits everyone in the workplace, not just those experiencing it directly.

Tanya Matthews, Business Director at PTSG, was one of two colleagues who bravely shared their personal experiences at the event. She explains: "Looking back at my late 30s, I was experiencing significant mood swings and emotional dysregulation. I felt like I was on a constant hormonal rollercoaster with barely any time to catch my breath between cycles. At the time, I thought I was having some kind of mental breakdown. The reality? I was deep in perimenopause, but no one had prepared me for this."

#### Expert guidance and partnership

PTSG partnered with The Menopause Charity, for the event, and was joined by Jenny Haskey, CEO of the charity who led the discussion.

Jenny explained: "I was delighted to join PTSG for this important event to continue the conversation around menopause in the workplace. At The Menopause Charity, we believe that menopause is not just a women's issue – it's a workplace issue that affects everyone. When organisations create space for open, informed discussions, they not only support those going through menopause but also build more compassionate, connected teams. We're proud to partner with businesses like PTSG who are leading the way in making menopause awareness part of everyday workplace culture."

#### Expanding wellbeing support networks

Following the success of the event, PTSG has announced its next step: recruiting 20 Menopause Champions across the business. These champions will complement and enhance the company's existing network of 48 Mental Health Champions, creating a comprehensive wellbeing framework that addresses multiple dimensions of employee health.

Terry Wilcock, Health and Safety Director, who helped organise the event alongside Matthews, emphasised that this expanded champions network represents PTSG's commitment to whole-person wellbeing. "Our Mental Health Champions have already made a tremendous difference across the business. Adding

Menopause Champions creates a more complete support system that recognises how physical health, hormonal changes, and mental wellbeing are deeply interconnected.”

A framework for industry-wide change

PTSG’s approach provides a framework that other FM businesses can adapt:

1. Education and awareness: Implementing training for all staff, regardless of gender or age, to recognise and understand menopause symptoms and their workplace impact.
2. Support networks: Creating spaces for open conversation and peer support through formal networks and informal champions.
3. Clear policies: Developing specific menopause policies that outline available support and adjustments, signalling that the organisation takes the issue seriously.
4. Leadership engagement: Ensuring senior leaders visibly support initiatives and model open conversations.

Beyond gender: a workplace issue for everyone

While menopause directly affects women, the conversation impacts everyone in the workplace. Partners, colleagues and managers all benefit from greater understanding of how menopause might affect team dynamics, productivity and wellbeing.

The FM sector has traditionally been male-dominated, but with growing recognition of the benefits of diverse teams, companies are increasingly focused on attracting and retaining women at all career stages.

By addressing menopause openly, FM businesses demonstrate their commitment to supporting women throughout their entire careers — not just in the early stages. This approach not only benefits individual employees but strengthens organisational resilience through improved retention rates, knowledge transfer and team cohesion.

A consistent message throughout the PTSG People event was the importance of communication. “Speak up and speak to someone” became the rallying cry, with both presenters and attendees acknowledging that breaking the silence is often the most crucial first step.

The path forward

As the facilities management industry continues to evolve, addressing menopause as a workplace issue represents a significant opportunity for forward-thinking businesses. Companies that create supportive environments for women experiencing menopause not only demonstrate their commitment to wellbeing but also position themselves advantageously in the competition for talent.

Nikhil Varty, Chief Executive Officer at PTSG, commented on the event’s success: “This session perfectly embodied what PTSG People stands for – creating a workplace where everyone feels valued, understood and supported. The engagement we’ve seen demonstrates the appetite for these important conversations, and I’m proud of our team for leading the way.”

PTSG's initiative serves as a reminder that workplace wellbeing must encompass all aspects of employee health across all life stages. By breaking the silence around menopause, the FM sector has an opportunity to lead meaningful change that benefits businesses and employees alike.

For more information on implementing menopause support in your organisation, contact The Menopause Charity. <https://themenopausecharity.org>